



Jennifer Jones

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SUMMARY

Dedicated and focused professional with background in fundraising administrative support. Excels at prioritizing, multi-tasking, and customer service. Successful at working with numerous stakeholders including donors, patients, senior management, vendors, and colleagues. Proactive in suggesting and implementing changes resulting in more efficient office operations, customer satisfaction, cost savings, and increased revenue. Ability to work in fast-paced environments while maintaining high levels of confidentiality. Proven track record of delivering high-quality results while working individually and in a team.

SKILLS

- Operations Support
- Logistics & Event Management
- Documentation & Reporting
- Inventory Control
- Superior Customer Relations
- Conflict Resolution
- Volunteer Management
- Effective Time Management
- Maintains Strict Confidentiality
- Strong Problem Solver
- Excellent Communication Skills
- Deadline Driven
- Microsoft Word & Excel
- CRM Database Management

DIRECT EXPERIENCE

Executive Assistant | Mercy Memorial Hospital Foundation | Colonie, NY

January 1996 – May 2007

- Assisted Executive Director with initial planning process and implementation of a \$1.7M capital campaign
- Served as event planner for annual fund-raising events such as Oktoberfest, Joey & Maria's Wedding, Golf Tournament, Breast Cancer Dinner, and various hospital auxiliary special events which helped increase revenues
- Gathered financial and donor-related data to assist with development of grant requests and annual reports
- Assisted with completion of annual grant application to the Susan G Komen Foundation which supported free mammography's through the breast cancer program
- Coordinated hospital and foundation board meetings and recorded detailed and accurate minutes
- Input donations and pledges, created donor receipts and acknowledgements, and printed reports using database
- Processed check requests, deposited monies, and provided hospital finance department with financial reports
- Accurately updated plaquing for wall of donors used to acknowledge campaign giving
- Created and maintained an accurate and efficient filing system
- Supervised, trained, and delegated assignments to 10-12 volunteers

RELATED EXPERIENCE

Program Assistant | St. Regis Diabetes Care & Nutritional Services | Utica, NY

April 2016 – Present

- Provide administrative support to manager and clinical support staff while taking on increased responsibilities which resulted in a more efficient office environment
- Implement appointment procedures leading to a 65% decrease in patient no-show rate
- Created a system to better manage and track referrals resulting in increased revenue

- Increase patient satisfaction through use of strong interpersonal skills and ability to effectively resolve conflict
- Utilize effective communication skills when creating written materials for patients and physicians
- Increase gestational referrals through improved communications with area physician offices
- Use sound fiscal controls when coordinating orders with vendors and ordering specialty items, and medical and office supplies

Department Secretary | The Community Hospice of Oneida County | Oneida, NY

January 2015 – March 2016

- Provided comprehensive administrative support to hospice liaison and staff while overseeing conference room calendar, managing travel expense & reimbursement report, handling on-call schedules, and coordinating pharmacy/medication delivery process
- Managed volunteers involved with pharmaceutical delivery program, ensuring prompt patient receipt of medications
- Utilized detail-oriented skills when creating daily admissions report and updating current census report
- Asked to serve as back-up for hospice liaison and other staff members during leave periods

Program Assistant | Albany Diabetes Center | Albany, NY

May 2014 – January 2015

- Served as a key administrator in charge of managing multiple operations for center including scheduling patient appointments, patient billing entry, written communications with patients and physicians, managing volunteers, and inventory management
- Coordinated patient-related education programming which helped provide support to patients and resulted in improved patient compliance

Medical Secretary & Patient Care Representative | St. James Cancer Center | Troy, NY

September 2013 – April 2014

- Served as first point of patient contact, scheduled appointments, performed check-in and check-out, and co-pay collection with a friendly and compassionate demeanor
- Processed new patient referrals and assisted patients during pre-appointment process
- Oversaw Look Good Feel Better Program which helped patients develop a more positive self-image while facing life-threatening illnesses
- Served as important link in communication chain between physicians, nurses, patients, and families

Administrative Assistant | The McCabe Corporation | Troy, NY

November 2008 – July 2013

- Served as executive support to Vice President and Information System department members
- Developed highly effective office procedures related to meeting management, report generation, inventory control and filing systems resulting in a more streamlined and efficient office workflow
- Provided exceptional customer service when interacting with individuals by phone and in person which resulted in receiving multiple customer service recognition awards
- Instrumental in successful relocation to new corporate headquarters

EDUCATION & TRAINING

Associate of Applied Science (AAS) | Administrative Assistant & Secretarial Science
Fulton-Montgomery Community College | Johnstown, NY

Advance Excel Certificate (Online) | DeVry University